



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MENTAL HEALTH CASE MANAGEMENT CLINICIAN

Class No. 004835

■ CLASSIFICATION PURPOSE

Under direction, to provide case management services for voluntary and involuntary clients who are diagnosed with mental illnesses; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is an unlicensed professional social worker class responsible for providing case management services to clients of the County's mental health system. Positions in this class are allocated to the Health and Human Services Agency (HHSA), Mental Health Services. This class is distinguished from Mental Health Program Manager in that the latter is responsible for directing and managing the work of a program(s) or unit(s). This class is distinguished from the Mental Health Consultant class in that the latter serves as an unlicensed mental health counselor and does not perform case management functions.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Provides case management services to voluntary and involuntary clients who are diagnosed with mental illnesses; performs case management services for those clients who meet the criteria for the Lanterman-Petris-Short Act (LPS) conservatorships and makes recommendations regarding the re-establishment of conservatorships.
2. Conducts psychosocial case assessments to determine mental health and social service needs of clients.
3. Develops rehabilitative client service plans by collecting and evaluating client information and preparing written summaries, taking the cultural differences of clients into consideration; verbalizes and reviews plans with clients and monitors the clients' progress in achieving goals and objectives.
4. Provides consultative services to clients' relatives, interested persons, and representatives of community agencies.
5. Provides services to clients who are at risk to be homeless or living in low income and/or high crime areas.
6. Assists clients in improving daily living activities; assists clients by managing money and obtaining eligibility benefits; may complete forms on behalf of clients and explain rules and regulations; and may assist client in obtaining legal services.
7. Assists clients during emergency situations by determining needs, performing counseling services, or coordinating placement into hospitals or other medical clinics if necessary.
8. Performs placement services for clients by locating, evaluating, and recommending shelters, residential care facilities, and other community resources with emphasis on preventing hospitalization.
9. Prepares and maintains case records and completes assessment forms and written reports that document psychiatric case histories in accordance with funding guidelines.
10. Researches, evaluates, and recommends employment opportunities for clients.
11. Observes and evaluates clients' behavior to ensure his or her protection and safety.
12. Reports incidents of abuse to staff assigned to Aging and Independent Services, Child Welfare Services, or other HHSA division as necessary; may perform crisis intervention or protective service functions in order to protect clients who are in danger of abuse or exploitation.

13. Participates in continuous learning through on-the-job training, conferences, seminars, and formal external training sessions on topics pertaining to case management or mental health services.
14. Acts as liaison between the County of San Diego Mental Health Services and mental health providers or other referral agencies.
15. May attend meetings with members of local communities and make presentations or exchange information.
16. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

- Social work methods and practices, policies, and procedures relating to the provision of mental health social services.
- Theories, practices, methods and techniques used to perform case management services for mental health clients.
- Crisis intervention techniques used when dealing with clients involved in emergency situations.
- LPS Act and conservatorship processes and procedures.
- Laws, rules, and regulations governing the operation of mental health agencies.
- Rules, regulations, policy, procedures, and funding guidelines pertaining to federal and state assistance programs designed to serve persons who have chronic mental illnesses.
- Cultural factors that impact mental health.
- Concepts pertaining to cultural and diversity awareness and skill development pertaining to service delivery for persons of varying cultural backgrounds.
- Human behavior including developmental psychology and substance abuse.
- Mental health therapy modalities including counseling techniques used for family members, groups, and individuals.
- Significant elements of a psychosocial history.
- Current Diagnostic and Statistical Manual classifications.
- Local community resources including mental health and social service agencies designed to assist clients.
- Community care and skilled nursing facilities and licensing procedures.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

##### Skills and Abilities to:

- Perform effective case management work and provide program linkages for adults diagnosed with a chronic mental illness.
- Perform clinical evaluations and assessments while taking the cultural differences of clients into consideration.
- Correctly and accurately use diagnostic tools and techniques for adult clients.
- Use sound and logical reasoning in order to make recommendations pertaining to treating clients in emergency and non-emergency situations and re-establishing or terminating LPS conservatorships.
- Conduct effective psychosocial and case assessments by obtaining psychosocial histories.
- Effectively interview clients, gain the cooperation of clients, and mentor or coach clients to develop plans and assist clients in achieving goals and objectives.
- Organize, prioritize, and complete a large volume of work within strict time deadlines.
- Maintain confidentiality of files and records.
- Effectively communicate in writing in a clear, concise, and understandable manner.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Operate modern office equipment such as personal computers, calculators, copy machines, facsimiles, telephones, and file cabinets in a safe and efficient manner.

#### ■ EDUCATION/EXPERIENCE

Education, training and/or experience, that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A master's degree from an accredited college or university in social work, psychology, counseling or a related field, AND, one (1) year of full-time, post-degree, professional experience in a public or private agency providing case management services to individuals with chronic mental impairment, OR

2. A master's degree from an accredited college or university in social work or rehabilitation counseling (two-year program) with concentration or emphasis in mental health, AND, at least one (1) year of field placement in a mental health agency providing case management services to individuals with chronic mental impairment, OR
3. A bachelor's degree from an accredited college or university in nursing, AND, four (4) years of full time, post-degree, professional experience in a public or private agency providing case management services to individuals with chronic mental impairment.

#### ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, standing, walking, repetitive use of hands to operate computers and office equipment, and lifting and carrying office items weighing up to 10 pounds. Occasional: bending and twisting of neck, bending and twisting of waist, using both hands to perform simple grasping and pushing and pulling; and lifting and carrying clients' personal items weighing up to 30 pounds for a distance of up to 100 yards, and use of strength and flexibility to defend self from clients or individuals who display hostile or combative behavior.

#### ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

##### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

##### Certification/Registration

The possession of the following types of current licenses and certificates are desirable: Marriage and Family Therapist (MFT) or an equivalent license issued by the State of California or other recognized national or state agency or organization; Licensed Clinical Social Worker (LCSW) or an equivalent license issued by the State of California or other recognized national or state agency or organization; Certification as a Rehabilitation Counselor from a recognized national or state agency or organization.

**Note:** Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PRAB) within the first 12 months of employment.

All applicants using a LCSW or equivalent license to qualify for this position are required to have a National Provider Identification Number (NPI) at the time of employment, or proof of application must be provided within sixty (60) days of beginning employment. Incumbents are required to maintain the NPI throughout employment in this class.

##### Working Conditions

Work primarily takes place in an office environment, although work occasionally takes place in the field requiring travel to locations within the county. Work in the field takes place in locations such as residential facilities, medical facilities, referral agencies, and clients' homes. Incumbents may be exposed to uncertain, unpredictable, and emotionally charged conditions when interacting with persons who are irrational, erratic, upset, hostile, violent, combative, or under the influence of alcohol or drugs. Incumbents may be exposed to shouting and yelling, unpleasant sights and odors, and contagious diseases such as tuberculosis and scabies. Incumbents may be required to work during evenings, weekends, and holidays, and work on a standby and emergency call back basis.

##### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

##### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: March 14, 1986**  
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